

Introduction

This *Privacy, Confidentiality, Documentation, & Information Standard of Practice* outlines the responsibilities of registrants in maintaining comprehensive and accurate records and safeguarding the personal information of clients. These expectations are expanded on in companion guidelines and applicable legislation. Adhering to these principles supports high-quality client care, promotes accountability, and ensures the integrity and security of client information in all work environments.

Standard

Registrants of the College of Audiologists and Speech-Language Pathologist of Manitoba (CASLPM) ensure that they maintain privacy and confidentiality in their professional practice and uphold the ethical and legal obligations to protect a client's personal health information (PHI) across all service delivery methods. Registrants maintain clear, confidential, accurate, legible, timely, and complete records, in a manner that is ethical and in compliance with regulatory and legislative requirements.

Demonstrating the Standard

With respect to the Personal Health Information Act (PHIA), registrants will:

- Keep client records secure and accurate, collect only the information needed to provide care, and follow PHIA, regulations, College guidance, and workplace policies.
- Obtain informed consent before collecting, using, or sharing personal health information. Give clients or substitute decision makers access to records on request.
- Record reasons for any third-party disclosures.

With respect to service delivery, registrants will:

- Complete records promptly and as close to the time of service as possible, ensuring documentation is accurate, objective, complete, dated, timed, and clearly identifies any delayed entries.
- Support safe and coordinated care by contributing to team reports when working in a multidisciplinary setting, following employer record-keeping practices where applicable.

With respect to documentation & retention, registrants will:

- Retain records as required by the College standard (at minimum) and destroy them securely when they are no longer required (see associated *Guidelines*).
- Ensure notice is given to current, active clients when the intention is to close your private practice.
- Ensure reasonable, appropriate notice is given to clients when relocating or taking a leave of absence from private practice.

With respect to equipment, virtual storage, and virtual platforms, registrants will:

- Maintain equipment service records when servicing affects client safety or the accuracy of assessment or treatment and retain per manufacturer recommendation or employer standard as applicable.
- Use secure systems to store and share client information, avoid unsecured networks, and protect electronic records from loss, tampering, or unauthorized access through safeguards such as passwords, locked storage, and limited access.
- Use secure platforms for virtual care and inform clients of any potential privacy risks.

With respect to financial records, registrants will:

- Maintain a financial record for each client when billing directly or through a third party for services provided.